

Why do I see a blank white page when I sign in to MyNMIT

Olly - 2021-01-20 - [Signing in](#)

If you are able to successfully sign in to MyNMIT but only see a white screen when you do, then you will need to upgrade the version of your browser.

This is because MyNMIT is built in a modern version of JavaScript that is only supported in the latest browsers.

To compare your browser with that which is required please follow these steps:

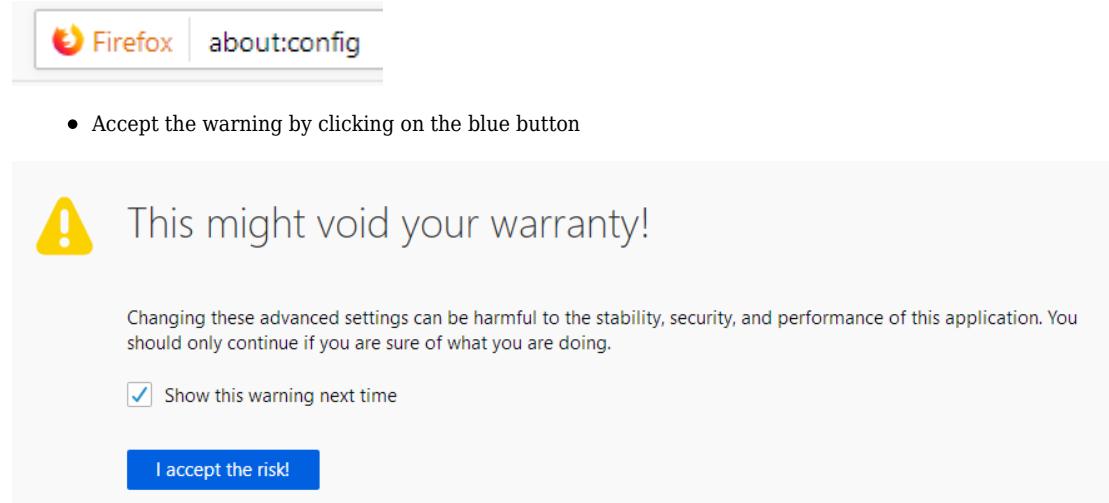
- [Find out your browser version](#)
- [Find out which browsers are supported](#)

The best recommendation is to update or try a different device.

Using Firefox?

There is a known issue using Firefox that requires you to make a small change to the browser settings to access MyNMIT. Please follow these instructions:

- Ensure you are running [the latest version of Firefox](#)
- Open Firefox on your computer
- Copy/paste **about:config** into your url search bar



The screenshot shows the Firefox 'about:config' page. At the top, there is a warning message: "⚠ This might void your warranty!". Below the message, a note says: "Changing these advanced settings can be harmful to the stability, security, and performance of this application. You should only continue if you are sure of what you are doing." There is a checkbox labeled "Show this warning next time" and a blue button labeled "I accept the risk!".

- Copy/paste **dom.window.event.enabled** into the config search bar. This will return the matching config that needs to be changed.



The screenshot shows the Firefox 'about:config' search results for "dom.window.event.enabled". The search bar at the top contains the text "dom.window.event.enabled". Below the search bar, a table lists the preference settings. The first row, "dom.window.event.enabled", is highlighted in blue. The table has columns for "Preference Name", "Status", "Type", and "Value". The "dom.window.event.enabled" row shows "default" in the Status column, "boolean" in the Type column, and "false" in the Value column.

- Double click on the setting to change the Value to True

Value
true

- Close the tab and return to [sign into MyNMIT](#)